



Security Resilience



Phil Williams

Aviation Security Manager ~ US & Caribbean





Introduction



- Compliance Monitoring
- Addressing Shortfalls
- Security Provider Management
- Threat Assessment
- Partnership Approach
- Law Enforcement Liaison



Global Routes





Compliance

- Numerous sets of regulations globally
- Different interpretations of the same legislation
- Regulator involvement varies
- Each location has it's unique issues
- Staff may behave differently when being monitored by regulator/corporate security department



Compliance Monitoring

- Self- Auditing – announced/unannounced
- Self-Testing
- Frequency
- Monitoring for trends
- Rectification – initial/long-term
- Seeking regulatory input





Addressing Compliance Shortfalls

- Identifying the immediate response required
- Implementing short-term measures
- Assessing whether problem is endemic or systemic?
- Root cause analysis
- Scheduling follow-up compliance tests
- Education to ensure a long-term fix



Potential Consequences of Non-compliance

- Weaknesses may expose Virgin Atlantic
- Potential for terrorist/criminal infiltration
- Deficiency Notices/Enforcement Notice
- Financial penalties from the regulator
- Loss of staff
- Reduction in customer confidence
- Loss of business

Department for
Transport



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Media Interest

BBC NEWS UK EDITION

Last Updated: Sunday, 5 September, 2004, 22:53 GMT 23:53 UK

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BBC finds airport security lapses

A BBC investigation has revealed serious security lapses at Manchester Airport, programme makers claim.

A reporter working as an aviation security officer was encouraged to flout Department for Transport rules on bag searches, the BBC says.



Al-Qaeda may get on to a plane which should have been sealed at night.

It said she also found planes left open and unattended overnight and that staff knowingly used faulty metal detectors.

BBC NEWS UK EDITION

Last Updated: Friday, 19 November, 2004, 15:54 GMT

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Passenger plane in security alert

A jumbo jet flying to the UK from Pakistan was tracked within 40 miles of Manchester by two RAF fighters during a security alert, the BBC has learned.



The flight from Lahore had 81 passengers on board.

It was sparked after UK air traffic controllers said they could not contact the Pakistan International Airlines (PIA) flight from Lahore last Friday.

The RAF jets were scrambled as the 747 with 81 passengers on board flew towards Manchester Airport.

The pilot eventually made contact and the plane landed.

BBC NEWS UK EDITION

Last Updated: Thursday, 5 August, 2004, 05:51 GMT 06:51 UK

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'Al-Qaeda Heathrow plot' claimed

Details of an alleged al-Qaeda plot to attack Heathrow airport fill the front pages of many of the papers.



The *Times* says Pakistani intelligence officers found maps and other airport information on a computer belonging to a suspect arrested last month.

The *Daily Telegraph* claims the files were on the same computer as those of a suspected al-Qaeda operative.

BBC NEWS UK EDITION

Last Updated: Wednesday, 8 October, 2004, 14:37 GMT 15:37 UK

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Threats no pilot can ignore

By Patrick Jackson
BBC News Online

Terror scares involving airliners like that of the Lufthansa plane forced back by Israel have regularly made the headlines since 9/11 - though the irony is that those who attack airliners for real invariably give no warning.



When two airliners were destroyed over Russia in August it took many days before the authorities were even prepared to admit they had been bombed.

Yet once an alert has gone up from the ground no airline pilot can afford to take the risk of continuing a flight, knowing that ultimate responsibility for the lives of those on board rests on his or her shoulders.

BBC NEWS UK EDITION

Last Updated: Sunday, 29 August, 2004, 07:16 GMT 08:16 UK

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Bomb traces in both Russian jets

Traces of explosive have now been found in the wreckage of both passenger jets which crashed earlier this week, Russian investigators say.



The two Tupolev airliners crashed almost simultaneously on Tuesday in southern Russia, hundreds of miles apart, killing 89 passengers and crew.

The FSB security service had already announced the discovery of traces of hexogen among the remains of one jet.

Now it says the explosive has been found in the remains of the other.

After finding explosives traces on one plane, a Sibir Airlines Tu-154, on Friday, Russian officials described what had happened as a terrorist attack.

BBC NEWS UK EDITION

Last Updated: Monday, 27 September, 2004, 18:39 GMT 19:39 UK

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RAF 'could have brought down jet'

RAF jets that escorted a Greek airliner after a bomb alert could have shot down the plane if it had threatened the UK, the Ministry of Defence has said.



A spokesman for the MoD said it was "routine rehearsed procedure" for RAF aircraft to escort passenger planes potentially under threat.

He added that the systems were in place for the authority to be given "at the highest level" for the RAF to destroy any aircraft believed to be involved in a terrorist act similar to 11 September, 2001.

But he said he was not aware of it happening before in UK airspace.



VAA Compliance Monitoring Regime

- Exceeds Government requirements
- Regular audits/tests conducted
- Trends are monitored
- Past results drive future audit activity
- Local oversight crucial
- Contracts with built-in incentives/penalties



Current Challenges

- Global threat levels
- Economic climate
- Financial pressures on the industry
- Insider threats – collusion?
- Increase in criminal activity as economy weakens – theft from aircraft/airport terminals
- Shift in targets



Security Provider Performance Management

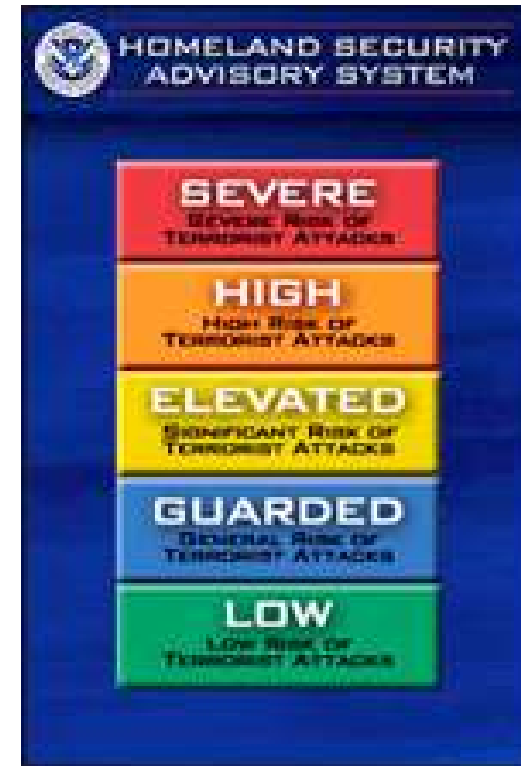


- Providing clear instructions of requirements
- Meaningful contracts
- Partnership approach – regular contact
- Encourage feedback from staff on the front line
- Corporate vs. local direction
- Providing constructive feedback, both positive and negative



Threat Assessment

- Decisions need to be made without a commercial influence
- Keeping things in perspective. The dangers of a disproportionate response
- Considering safety factors – e.g. diversions create other issues
- Passenger reaction, even to a non-credible threat





Threats





Threats Continued

- Mentally unstable individuals
- Potential for copy-cat acts
- Passenger confidence affected





Softer Targets



- Hotels
- Public places including transportation modes
- Areas likely to be frequented by large numbers of people



New Threats....New Measures

- New security measures displaces risk.
- New target is created
- New build facilities can also help mitigate new threats
- Customer service benefits





Partnership Approach

- Mutual trust
- Joint-working initiatives
- Benchmarking
- Consistency
- Open and honest relationships
- Facilitating investigations





Liaison with Government Agencies

- Excellent working relationships
- Transfer of information – future changes
- The bigger picture
- Trends identified
- Ensures quick responses to incidents
- Airlines have a global presence



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Questions?

